



THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: LURIE, Steven

Application No. 10/021,877

Filed: December 14, 2001

For: SYSTEM AND METHOD FOR  
ONLINE ADVICE CUSTOMER  
RELATIONSHIP MANAGEMENT


Attorney Docket No.: 76705-202001/US

Examiner: Krisciunas, Linda Mary

Art Unit: 3623

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on June 29, 2006 by   
Nikia M. Mc Niffon

INFORMATION DISCLOSURE  
STATEMENT

**MAIL STOP AMENDMENT**

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P.O. Box 1450  
Alexandria, VA 22313-1450

Sir/Madam:

Pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicant brings the references listed on the attached Form PTO/SB/08 to the Examiner's attention. This Information Disclosure Statement is being filed before the mailing of a final office action. Do not construe the filing of this information disclosure statement as a representation that applicant has made a search (37 C.F.R. § 1.97(g)), or as an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists

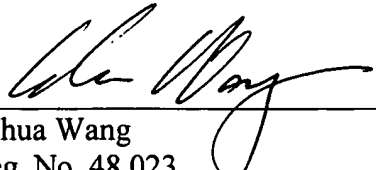
Applicant would appreciate the Examiner initialing and signing a copy of attached Form PTO/SB/08 indicating that he or she considered the information and made the information of record.

If the PTO determines that an extension or other relief is required, the patent owner petitions for any required relief including extensions of time and hereby authorizes the

Commissioner to charge the cost of such petitions and/or any other fees due, or credit any overpayment of fees, in connection with the filing of this document to Deposit Account No. 50-2638.

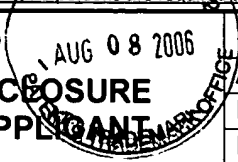
Respectfully submitted,  
GREENBERG TRAURIG, LLP

Dated: 6/29/2006

  
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Substitute for form 1449A/PTO					<b>Complete if Known</b>	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(Use as many sheets as necessary)</i>			Application Number		10/021,877	
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			Examiner Name		Krisciunas, Linda Mary	
Sheet	1	of	10	Attorney Docket Number		76705-202001/US

## U. S. PATENT DOCUMENTS

Examiner Initials	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		09/596,466	6/19/2000	Agdeppa, Hector A.	
		4,313,035	1/26/1982	Jordan, et al.	
		4,645,873	2/24/1987	Chomet	
		4,752,675	6/21/1988	Zetmeir	
		5,155,743	10/13/1992	Jacobs, Gordon M.	
		5,290,197	12/31/1996	Chen et al.	
		5,448,625	9/5/1995	Lederman	
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		5,694,537	12/00/1997	Montenegro et al.	
		5,701,419	12/23/1997	McConnell	
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Examiner Initials	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> Number Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		WO 02/44870	6/6/2002			
		AU 699785	5/25/1995			
		EP 04253389.3	9/17/2004			
		WO 00/73960	12/7/2000			

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		5,797,221	8/11/1998	Egendorf	
		5,802,502	9/1/1998	Gell et al.	
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		6,028,601	2/22/2000	Machiraju et al.	
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		US-2002-0024948	2/28/2002	Pendse	

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		WO 01/01217 ✓	1/4/2001	Colorstamps, Inc.		
		WO 01/28141 ✓	4/19/2001	Keen.com		
		WO 01/44973 ✓	6/21/2001	Napster, Inc.		

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		6,167,449	12/26/2000	Arnold, et al.	
		6,173,279	1/9/2001	Levin et al.	
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		6,230,287	5/8/2001	Pinard, et al.	
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		6,243,684	6/5/2001	Stuart et al.	
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		US-2002-0042826	4/11/2002	Gaus et al.	

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		6,404,877	6/11/2002	Bolduc et al.	
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		6,493,437	12/10/2002	Olshansky	
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		US-2002-0071426	6/13/2002	Karamchedu et al.	
		5,943,422	08/00/1999	Van Wie et al.	

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		6,542,732	4/1/2003	Khazaka et al.	
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		US-2001-0036822	11/1/2001	Mead et al.	
		US-2001-0037283	11/1/2001	Mullaney	
		US-2001-0048737	12/6/2001	Goldberg, et al.	
		US-2002-0003867	1/1/2002	Rothschild et al.	
		US-2002-0029241	3/7/2002	Yokono, et al.	
		US-2002-0038233	3/23/2002	Shubov et al.	
		US-2002-0065959	5/30/2002	Kim et al.	
		US-2002-0087565	7/4/2002	Hoekman et al.	
		US-2002-0095331	7/1/2002	Osmar, et al.	
		US-2002-0095359	7/1/2002	Mangetsu	
		US-2002-0010608	01/00/2002	Faber et al.	
		US-2002-0107697	8/8/2001	Jensen	
		US-2002-0120554	8/29/2002	Vega	
		US-2002-0133570	9/19/2002	Jacob et al.	
		US-2002-0133571	9/19/2002	Jacob et al.	
		US-2002-0169836	11/00/2002	Hood et al.	
		US-2002-0191762	12/19/2002	Benson	

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				Application Number	10/021,877
				Filing Date	December 14, 2001
				First Named Inventor	LURIE, Steven et al.
				Art Unit	3623
				Examiner Name	Krisciunas, Linda Mary
Sheet	7	of	10	Attorney Docket Number	76705-202001/US

U. S. PATENT DOCUMENTS					
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		US-2002-0193094	12/19/2002	Lawless et al.	
		US-2002-0193135	12/00/2002	Nakano	
		US-2003-0043981	3/6/2003	Lurie et al.	
		US-2003-0046161	3/1/2003	Kamanger, et al.	
		US-2003-0220866	11/1/2003	Pisaris-Henderson	
		US-2003-0223565	12/4/2003	Montemer, William A.	
		US-2003-0225682	12/4/2003	Montemer, William A.	
		US-2004-0006511	1/8/2004	Montemer, William A.	
		US-2004-0010518	1/15/2004	Montemer, William A.	
		US-2004-0023644	2/5/2004	Montemer, William A.	
		US-2004-0096110	5/20/2004	Yogeshwar et al.	
		US-2004-0162757	8/19/2004	Pisaris-Henderson	
		US-2004-0204997	10/14/2004	Blaser et al.	
		US-2004-0234049	11/25/2004	Melideo	
		US-2004-0234064	11/25/2004	Melideo	
		US-2004-0236441	11/25/2004	Melideo	
		US-2004-0254859	12/00/2004	Aslanian, John R. Jr.	

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		US-2004-0258048	12/23/2004	Melideo	
		US-2004-0260413	12/23/2004	Melideo	
		US-2005-0010795	1/13/2005	Tagawa et al.	
		US-2005-0021744	1/27/2005	Haitsuka et al.	
		US-2005-0048961	3/3/2005	Ribauda et al.	
		US-2005-0065811	9/23/2004	Dunham, Jason	
		US-2005-0080878	4/14/2005	Cunningham et al.	
		US-2005-0203799	9/15/2005	Faber et al.	
		US-2005-0209874	9/22/2005	Rossini	
		US-2005-0220289	5/31/2005	Reding, Craig L.	
		US-2006-0095343	5/4/2006	Clark, Heath et al.	
		US-2004-0083133	04/00/2004	Nicholas et al.	
		US-2005-0086104	04/00/2005	McFadden, Jeffrey A.	
		US-2005-0165666	07/00/2005	Wong et al.	
		US-2005-0222908	10/00/2005	Altberg et al.	
		US-2005-0251445	11/00/2005	Wong et al.	

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	1	Big Green Blog: January 2005 Archives, 02/21/2006	
	2	E.J. Addeo, A.B. Dayao, A.D. Gelman and V.F. Massa, "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, August 11-13, 1987, Pages 236-242	
	3	Information about Expertcity.com retrieved from the Internet [http://www.expertcity.com] on November 6, 2000	
	4	Ingenio Press Archives for 2004, www.ingenio.com, 02/21/2006	
	5	"Introducing 1-800-FREE411: First Nationwide Free Telephone Directory Assistance Service" Jingle Networks, Inc., Huntington Beach, Calif., September 20, 2005	
	6	"Jambo Launches to Connect People and businesses From the Internet to the Phone", Agoura Hills, Calif. May 3, 2005	
	7	"Jambo Names Netzero Co-founder Stacy Haitsuka to New Post of Chief Information Officer", Agoura Hills, Calif., July 5, 2005	
	8	"Jambo Receives \$5 Million in Financing from Kline Hawkes & Co., Westlake Venture Partners, Others", Agoura Hills, Calif., Oct. 17, 2005	
	9	Keen.com, Inc. v. InfoRocket.com, Inc., Complaint for Patent Infringement, Trade Dress Infringement and Unfair Competition; Demand for Jury Trial filed August 31, 2001, pp 1-8 plus 17 pgs. of attachments.	
	10	Keen.com, Inc. v. InfoRocket.com, Inc., Preliminary Injunction Hearing, pp. 286-289 (January 8, 2002)	
	11	Keen.com 02/04/2006	

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	12	Keen.com Plans Web Service Allowing Customers to Hold Private Phone Chats, Don Clark, Wall Street Journal, November 8, 1999	
	13	Keen.com raises \$60 Million from Prestigious..., Business Wire, January 11, 2000	
	14	"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions," Business Wire, 9/98	
	15	"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431., 8/99	
	16	PCT Search Report for PCT Application No. PCT/US01/48284, filed October 30, 2001 (corresponding to U.S. Serial No. 09/702,217) mailed May 13, 2002 (7 pgs.).	
	17	Sell and buy advice online, The Ottawa Citizen, Nov 29, 1999	
	18	"UpSnap Selects LookSmart to Sell Premium Listings on FREE 411 Service for Text-Enabled Cell Phones", Novem	
	19	"Welcome to Jambo - the leader in Pay-per-Call Solutions" (search results) October 17, 2005	
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